



PATENT
Attorney Docket No.: NUASI-00200

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:) Group Art Unit: 2145

Justin Broughton et al.) Examiner: Cardone, Jason D.

Serial No.: 09/774,944) **TRANSMITTAL LETTER**

Filed: January 30, 2001) 162 North Wolfe Road

For: **DIGITAL MULTIMEDIA**) Sunnyvale, California 94086
CONTACT CENTER WITH TIER) (408) 530-9700
ESCALATION AND DE-) Customer Number 28960
ESCALATION IN RESPONSE TO)
CHANGED CRITERIA)

Mail Stop Non-Fee Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Enclosed please find a response to a restriction requirement mailed June 13, 2005 for filing with the U.S. Patent and Trademark Office.

The Commissioner is authorized to charge any additional fee or credit any overpayment to our Deposit Account No. 08-1275. An originally executed duplicate of this transmittal is enclosed for this purpose.

Respectfully submitted,
HAVERSTOCK & OWENS LLP

Dated: July 13, 2005 By: 
Thomas B. Haverstock
Reg. No.: 32,571

Attorneys for Applicants

CERTIFICATE OF MAILING (37 CFR § 1.8(a))

I hereby certify that this paper (along with any referred to as being attached or enclosed) is being deposited with the U.S. Postal Service on the date shown below with sufficient postage as first class mail in an envelope addressed to the: Commissioner for Patents, P.O. Box 1450 Alexandria, VA 22313-1450

- 1 -

HAVERSTOCK & OWENS LLP.

Date: 7-13-05 By: 



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(See amendment to title below))

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Sir:

Please amend the above-identified application as follows:

AMENDMENTS TO THE TITLE begin on page 2 of this paper.

AMENDMENTS TO THE CLAIMS begin on page 3 of this paper.

REMARKS begin on page 16 of this paper.

AMENDMENTS TO THE TITLE

Please replace the title with:

**DIGITAL MULTIMEDIA CONTACT CENTER WITH TIER ESCALATION AND DE-
ESCALATION IN RESPONSE TO CHANGED CRITERIA**